



MOMENTS

THAT

MATTER

PRE-RETIREMENT

LIVING MID-LIFE **ADULTHOOD**

Adulthood, prior to Coming-of-Age





ACTIONS

- Potential fact finding and planning
- · Potential engagement with social services
- Expects social security as a safety net in retirement

Saving for retirement is not top of mind due to other day-to-day priorities





SUPPORT



APPROACHING RETIREMENT

LEARNING / **MAKING SENSE**

Insurance brokers

contacts them to give

information about their

Medicare plan

Exploring needs and options for the future

"I am just like alone (in this process of figuring benefits out)."



Example sources of help used by people we spoke to:

choices they are making

Gets referred to a community org - to get tailored information

Calls 1-800 Medicare with a question and is told to call SSA; has difficulty reaching a representative.

INITIATING **CHANGE**

Taking action towards the future state

"There was no to do list prior, no get ready list. We had to run around and get this stuff in a hurry."

Changing lifestyle for retirement (applying for a new job, reducing hours, relocating, etc.) Experiencing age

discrimination

Don't know which one is the "right" option

Making

high-gravity, time

sensitive

decisions

Receiving benefits Disappointed by the check amount after Medicare deductions

Applying for benefits Frustrated by redundant processes

RETIRED

MANAGING SENIOR LIFE

Transition to older adulthood and maintain basic quality of life under dynamic circumstances

> to change benefits Assessing and updating benefits to meet health needs

Frustrated to go through

the entire process again





Encounter a

Ongoing assessment of cost of living and income Dismayed at having to

live on a fixed income

new catalyst and re-enter the journey

Signs up for Medicare benefits through insurance brokers and not with CMS's help even though it might not be the best option for them

> Reach out to friends and family to understand the application process and their experience with it

Isn't aware of other government agencies that <mark>they m</mark>ight qualify for

Applies for benefits online, calls SSA, or visits the SSA field office to start the application process





We do not create equal opportunities for people to save for retirement.

Reaches out to friends and

family to start researching

options and seek help in

making the "right" decisions

"When I was in my 30s my dad retired and I thought "that's for old people" and you go on about your way, not worrying about what that is like. Nothing ever made me think I needed to talk to anyone, to plan ahead for that."

We leave people on their own to make sense of a dense and disparate retirement landscape during a high-stress transition.

"I wish I could find an agency and place that would give me all info instead of me having call so many different people. Instead of people talking above me, talk at me so I can understand it. Some help with things that help with financial planning would be great too."



We fall short in protecting people as they face increased vulnerabilitv.

"I just can't believe what we have to pay for medicare, we're gonna be on a fixed income. It's very troubling, very troubling."



PREPARE

SUPPORT

PROTECT

